

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Amended

For Commission Use Only:

Case: 04-0499

2004 SEP 13 A 8:54

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): PHILOMENA DALY
Against (Utility name): Southwestern Bell Communications Services Inc. dba SBC
As to (Reason for complaint) Changes made to my long distance service

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 546, ILLINOIS RD

The service address that I am complaining about is FRANKFORD, IL 60423

My home telephone is (815) 469-7139

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 469-7139

(Full name of utility company) Southwestern Bell Communications Services, Inc. (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I. In May, 2004 I called Southwestern Bell Communication Services, Inc. dba SBC to have voice removed from my service and specifically instructed the first party I spoke to not to make changes to my long distance service, as they had done in November, 2003 when I was overcharged by \$100 and they readjusted that bill at that time because of their mistake. As I did not want the same thing to happen, I overemphasized not to touch my long distance service.

Please clearly state what you want the Commission to do in this case:

That this bill be readjusted and prokated to AT + T Rate for long distance calls

Date:

September 2, 2004
(Month, day, year)

Complainant's Signature

Philomena Daly

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Philomena Daly, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Philomena Daly

Subscribed and sworn/affirmed to before me on (month, day, year)

Sept 8, 2004

Notary Public, Illinois

Kathleen M Zielinski

OFFICIAL SEAL
KATHLEEN M. ZIELINSKI
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES 10/2/2006

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

The lady I spoke to told me, to make the changes to the package I had and to take voice off. I would have to speak to a third party. When I got on to this person, I again told her not to make any changes to long distance; just to take voice off.

2. When A.T. & T. contacted me the following week to say they were sorry to lose me as a customer, I knew Southwestern Bell Communications, Inc, dba SBC. had done the same thing as they did in November, 2003. I called A.T. & T. to restore my long distance with them and also to include me in local service

3. On June 7, 2004. Southwestern Bell Communications, Inc, dba SBC. issued a final bill of \$506.⁶⁵. I called them and spoke with a manager whom I told I would pay for calls made if the bill was prorated to A.T. & T. rate and he said "no", I was liable to pay full amount.

4. I called Illinois Commission to lodge complaint.

5. A few days later someone from Executive Office from Southwestern Bell Communications Services Inc. dba SBC. called and played a falsified recording of me saying "yes" to changes to my long distance. As previously stated, my call initially to Southwestern Bell Communication Services Inc, dba SBC. was to ~~remove~~ voice and not to touch long distance which I explained to both parties.

6. Southwestern Bell Communication Services, Inc.
are totally dishonest and I want justice
to be served in this case. I am a very
honest, hardworking, trustworthy person
who pays my dues when owed and feel
very strongly when I am unfairly treated
and wronged